* **66% improvement** in data collection and overall processing time for compliance process
* **Implemented electronic records** request process to reduce costs by up to $200 per request
* **Identify process holes**, research and procure as well as maintain equipment and develop processes for team to track application materials
* **Implement** **processes** and controls for maximizing data quality and reporting via SharePoint
* **Report over 500 data issues** coordinating with Research and Analysis to correct records
* **Work within a team** to design, develop and maintain multiple SharePoint sites to track data including applications and file records division wide
* **Track and maintain unit’s supplies** ensuring enough items are available during spending freezes while staying under the unit’s set budget
* As an office unit coordinator/Senior Services Technician many projects have come my way as part of the job description while others have been creative solutions to management’s problems. As part of the job I coordinated and trained multiple volunteers to complete the data entry of over 5,000 files for archive. More than 10 years of backlog when I started.
* Another project was in response to a problem management struggled with, the visibility of sub-contracted providers and the clients associated with each setting. After suggesting a database modification, coordinating the necessary field and data point connections, I was placed in charge data collection. Due to regulation changes, an additional staff member was brought in to continually manage the work.
* My work with the state has changed many times in nine years and I have taken on the responsibility for development and presentation of reports. Working with the research and analysis unit, I designed several reports that offer insights into the number of applications per month, what providers have turned in applications and at what stage each application is in the process.
* While my now grown children were young, I owned a small business. During the running of the business I learned many skills including web development both by coding and later with WordPress, project management (the hard way) and can point to 2 published books and 100 published patterns for dolls and miniatures. This is now a part time hobby business where I continue to challenge myself to learn more about web development while having fun “playing” dolls.
* Recently I have been working with iA3, a local start-up tech company as their webmistress. I have taken the prototype website from HTML using Bootstrap to a fully launched WordPress backed website. I have also launched Twitter and Facebook accounts for the company site and continue to work on creating content for marketing.
* As a Senior Services Technician for the State of Alaska, I am the Provider Certification and Compliance Unit’s administrative support. I have achieved many things during my time, including procedure writing, database changes via requirements documentation, report building, advanced spreadsheets and macros with extensive VB.net programming. I'm also the subject matter expert and administrator for the several SharePoint sites for the Division troubleshooting and developing tools used by staff.
* I have been hooked on code since the 90's, but sought out other interests, all the while gravitating back to the websites. I started using old versions of HTML, well before CSS was thought of and updated my skills as needed. Eventually I bumped into WordPress, Drupal and Joomla but ultimately came to love WordPress best.
* My websites have migrated between hosts and changed more times than I can count. I have installed WordPress, Joomla, and Drupal via a cPanel system and as manual installs using FTP. I have setup numerous SQL databases and dug fearlessly into the code to fix things that have gone wrong, researching to learn whatever I needed, or wanted to know.
* I continue to expand my knowledge base with multiple online learning resources and own multiple books on a variety of topics from general HTML to more advanced mobile web design, WordPress Theme development and even game and mobile app development.
* Teach classes from basic “This is the Mouse” to classes preparing students for the MS Office Certification Exams to teaching complex sewing pattern drafting procedures before online classes were popular.
* Frequently answer coworker questions regarding MS Office functions including QuickParts, Templates, Macros and .Net programming.
* Seek out and learn new functions in MS Office to improve efficiencies such as mail merges, linking SharePoint to Access and building tools for tracking processes continuously updating and improving each item over time
* I continue to expand my knowledge base with multiple online learning resources and own multiple books on a variety of topics from general HTML to more advanced mobile web design, WordPress Theme development and even game and mobile app design.
* As a Senior Services Technician for the State of Alaska, I am the Provider Certification and Compliance Unit’s admin support. I have achieved many things during my time, including database changes, report building, advanced spreadsheets that use macros with extensive VB.net and overall reduction in time for the professional staff. I'm also the subject matter expert and administrator for the Archive SharePoint site for the Division and have worked to develop the unit SharePoint site as well.
* Efficient at process improvement : In my role at the State of Alaska , I frequently find ways to improve communication internally. I have implemented email categories, shared and assigned tasks via the limited software workers have and kept the flow of questions and information moving both internally and with external stakeholders. I seek feedback and am always looking for ways to make things work smarter not work harder, as a result portions of my daily duties take 50% less time allowing for more tasks to be completed.
* A disciplined administrator: I have always displayed my careful approach to application processing by developing detailed checklists not only for my reference but for the team’s use. This has improved the audit results by at least 75% in the last several years.